

# Public Works Operations Administrator



**Job Code:** 4294  
**Grade:** 132  
**Reports to:** Public Works Operations Superintendent  
**Salary Range:** \$60,537 - \$94,011  
**FLSA Status:** Exempt

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## **GENERAL STATEMENT OF DUTIES**

Performs difficult and highly responsible professional, technical, and administrative work related to programs, activities, and responsibilities of the Public Works Operations Division which includes maintenance of streets, sidewalks, rights-of-way, municipal parks, grounds, and other public facilities/properties; landscaping and forestry development and maintenance; vehicle and equipment maintenance and repair; bulk collection and recycling; traffic control (painting and signage); and special event/special project support and implementation; does related work as required.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this classification is responsible for managing and directing the administrative functions of the Division including, personnel, training, and safety, and assisting with managing Division maintenance activities. Work has a broad scope and requires substantial independent professional judgment and initiative. Work is performed under the administrative direction of the Operations Superintendent and is reviewed through conferences, reports, observation, and evaluation of results obtained. Supervision is exercised over Operations Division personnel in the absence of the Superintendent.

## **ESSENTIAL FUNCTIONS**

Managing the administrative functions of the Public Works Operations Division; assisting with managing Division maintenance activities; participating in the development and implementation of Division budget; interviewing, selecting, motivating, and evaluating personnel; monitoring and evaluating the efficiency and effectiveness of Public Works programs and service delivery; preparing and maintaining records and reports.

## **EXAMPLES OF WORK**

- Assists in the planning and directing of all Public Works maintenance functions and programs.
- Tracks and monitors Division projects; reviews and evaluates work products, methods, procedures, and efficiency/effectiveness of service delivery; analyzes resources allocated; recommends changes if necessary; provide project updates to appropriate contacts.
- Participates in the development of the annual Division operating and capital projects budgets; oversees and monitors expenditures to stay within budget parameters.
- Manages personnel administration functions of the Operations Division including recruitment, hiring, promotions, discipline, terminations, and other personnel actions; provides leadership and mentors subordinates on developing a service-oriented staff and addressing performance deficiencies.
- Develops and implements individual and collective effective training programs for safety, vehicle and equipment operation, and proper work habits.
- Works with all Division employees to ensure that their assignments are meaningful and productive and that each employee understands the value and importance of their contribution to the Public Works Department.
- Coordinates the performance evaluation process for all Operations Division staff.

- Works with Superintendent to investigate and respond to requests for service, inquiries, or complaints regarding Operations Division; meets with citizens or staff to resolve needs or concerns.
- Assists with coordination of logistical support and procurement of resources for special City events, programs, and activities; facilitates internal and external coordination of assignments if necessary.
- Reviews, analyzes, and evaluates Operations Division administrative issues and functions; develops and implements programs and appropriate revisions and policy/procedure changes based on analysis.
- Develops goals, objectives, policies, work plans, and priorities for the Operations Division.
- Develops plans and procedures for innovative programs that increase productivity, promote efficiency, and improve customer service.
- Determines and assembles resources needed for the scheduling and planning of programs in the delivery of public works services.
- Develops, plans, and assists with managing the snow removal and ice treatment programs.
- Prepares and maintains records and reports on Operations Division activities.
- Advises and meets with boards and committees as requested.
- Performs related tasks as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Thorough knowledge of the operational characteristics, services, and activities used in municipal Public Works maintenance operations.
- Thorough knowledge of the principles and practices of program development and administration.
- Thorough knowledge of the principles and practices of municipal budget preparation and administration and methods and techniques used in municipal purchasing.
- Thorough knowledge of modern and complex principles and practices of personnel administration.
- Thorough knowledge of departmental and City-wide policies and procedures and general office practices and procedures.
- Thorough knowledge of the occupational and public/private hazards and safety precautions applicable to varied maintenance, repair, and construction activities and ability to take proper precautionary and remedial measures.
- Knowledge of the operational capacities and maintenance requirements of a wide variety of mechanical equipment.
- Skill in prioritizing, planning, assigning, supervising, reviewing, and evaluating work of subordinates.
- Skill in utilizing customer service techniques in responding to inquiries, complaints, and requests.
- Ability to oversee, direct, and coordinate the work of a large group of unskilled to skilled workers in a manner conducive to full performance, high morale, and effective service.
- Ability to improve and maintain a working environment that is characterized by efficiency, cooperation, and positive interpersonal relationships that extends to all City departments.
- Ability to formulate and implement safe operational policies and procedures.
- Ability to maintain records and prepare technical reports.
- Ability to effectively respond to citizen inquiries and complaints.
- Ability to communicate information clearly, concisely, and effectively, both orally and in writing.
- Ability to plan, organize, prioritize, and manage several major projects or issues simultaneously and meet firm deadlines.
- Ability to exercise sound judgment in evaluating situations and making decisions and recommendations.
- Ability to delegate tasks effectively, accepting responsibility for the outcome.
- Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities.

- Ability to perform general math calculations which may include measurements and conversion rates.
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Ability to interact professionally and cooperatively and maintain productive, effective working relationships with City and public officials, associates, contractors, and the general public.

**MINIMUM EDUCATION AND EXPERIENCE**

Graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration, or related field. Minimum of three (3) years of progressively knowledgeable, responsible, and well-rounded work experience in delivery of public works operations, maintenance, and repair services, including at least one (1) year of administrative and managerial/supervisory experience; or an equivalent combination of education, training and/or experience that would provide the level of knowledge and ability required.

**WORK HOURS**

Requires a minimum of 40 hours in a standard workweek. This is a salaried position; employee is expected to work the hours necessary to satisfactorily perform the duties of the position, including working and attending meetings outside of established business hours.

**WORK CONDITIONS**

- Medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.
- Work requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, and feeling.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurate, loudly, or quickly.
- Hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Visual acuity is required for visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arm's length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, vibration, hazards, atmospheric conditions, and oils.

**SPECIAL REQUIREMENTS**

- Possession of an appropriate driver's license valid in the State of Maryland.
- An employee in this classification is subject to random drug and alcohol testing pursuant to the City of Gaithersburg's Drug-Free Workplace Policy, Drug & Alcohol Testing Procedures.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

### **ACKNOWLEDGMENT OF CLASS SPECIFICATION**

I acknowledge that I have read the class specification and requirements for the Public Works Operations Administrator position. I understand this class specification does not constitute an employment agreement between the employer and the employee and is subject to change as the needs of the employer and requirements of the position change.

Are you able to perform the essential functions of this position with or without accommodation?

☐ Yes      ☐ No

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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